



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG – Parent Action Council
August 17, 2006
Meeting Minutes**

Attendees: Barb Bower, Art Gode, Ramona Quihuiz, Kim Stamper, Linda Strayer, Mark Trambino,

| MEETING ITEM | SPEAKER | DISCUSSION | ACTION ITEMS |
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| Welcome and Introductions | Ramona Quihuiz | Ramona Quihuiz- ADHS-OCSHCN, welcomed the ISG Parent Action Council members to the meeting. | |
| Parent Action Council Updates | | <p>Jill Wendt is the new ISG Project Manager, as project manager Jill is the executive consultant for the Office for Children with Special Health Care Needs and oversees the Integrated Services Grant as well as other programs. The committee members are encouraged to welcome Jill by sending an email and thank her for overseeing the project. Jill's Wendt's role is executive consultant for OCSHCN and will be overseeing the ISG project. Linda Hamman's role is facilitator for the Parent Action Council and other programs and projects in OCSHCN.</p> <p>Linda Hamman asked Mark Trambino and Barbara Bower to be Parent Action Council co-chairs.</p> | |
| Grievance and Appeal Process Project | | <p>One PAC goal is to look at the Grievance Process and Procedures of a variety of agencies and hospitals throughout the state.</p> <p>How do we get the parent education forms of these Grievances Process and Procedures to families once we are finished? The idea is that in the registration or first contact with an agency that document should be given. A possible policy change to inform agencies may be needed.</p> | <ul style="list-style-type: none">○ Linda Strayer will send CINGA Grievance and Appeals to Ramona via e-mail, Ramona will send via e-mail to |

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| | | <p>Grievances and Appeal Process assignments:</p> <ul style="list-style-type: none"> ○ Gretchen Jacobs: AzEIP, ALTCS, (AHCCS Long Term Care System) Junior league Advocacy Section. ○ Barbara Bower: St Joseph's Hospital, CRS, Phoenix Children's Hospital ○ Linda Strayer: - CIGNA ○ Mark Trambino: ATENA ○ Linda Strayer : - made a call to CIGNA , and gave an up-date on what their Grievance and Appeal Process is. <p>CRS grievance process and procedures were handed out at the last PAC meeting and are awaiting review by the committee members.</p> <p>What is it that the committee is trying to do? The committee needs to see the forms and review them to see if they are family friendly. If they do not have a written policy they should have a grievance process and procedure in place. That makes sure that they have a friendly process. That they do not see you as a problem or trouble parent, but a valued complaint.</p> | <p>the committee.</p> <ul style="list-style-type: none"> ○ Kim Stamper and Art Gode need a copy of CRS grievance process and procedures. Barb will contact Linda Hamman via e-mail to see if she can send it out to them. ○ See text for individual assignments. |
| Revisit Tracking | | <p>It was discussed briefly and that the education/ training log used in community development needs to be used for parents not parent leaders. This form needs to be sent out. Barbara is waiting to talk with Linda Hamman to discuss with the PAC Team why it is so important for everyone to send in the tracking form. If we do not tract the ISG will not have anything to base the process on, or on what is offered in the community. For example the grievances, if we do not have it in writing we will not have anything to show what we have done or are doing.</p> <p>New Assignments:</p> <ul style="list-style-type: none"> ○ Linda Strayer will contact Lizzy McClain in response to her question enquiring what to do in contacting an agency for their Grievance Process and Procedures. ○ Linda Strayer will also look at Juvenile Corrections and Behavioral Health in the Tucson area. ○ Kim Stamper: will check with DDD, NARBA for Grievance Process and | <ul style="list-style-type: none"> ○ Mark needs to have a way to track his training he could also use the Education/training log. |

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| | | <p>Procedures</p> <ul style="list-style-type: none"> ○ Art wants to talk to Linda Hamman before making any decision. <p>Next Steps:</p> <ul style="list-style-type: none"> ○ Barb will email Linda Hamman to ask if she can help us focus our goal and bring it back into prospective for the PAC team for contacting agencies and hospitals for the grievance process and procedures. ○ Also have Linda Hamman discuss at the next meeting the purpose and importance of tracking trainings and to clarify exactly who we need to report trainings to, example only family trainings or community trainings? | |
| Questions / Discussion; Items from the Floor | | <p>Next Meeting: Will be September 14, 2006 via conference call and will be facilitated by Mark Trambino.</p> <p>The following meeting will be in-person on October 12, 2006 in Phoenix, Arizona at the ADHS 150 building, note Kim Stamper will be out of town and Art has a scheduling conflict and will not be able to attend the next meetings.</p> | |
| Next Meeting | | Next ISG PAC Quarterly Meeting October 12, 2006 11am-2pm, ADHS Bldg., Room 345A | |